

Jan. 21, 2011

This Week:

- WSF Senior Managers Brown Bag
- 2010 Ridership Statistics Available
- Briefings with New Transportation Committee Members Continue
- Presentation to the Commission
- Meeting with the U.S. Coast Guard
- WSDOT Senior Managers Meeting
- Customer Compliment

WSF Senior Managers Brown Bag

On Tuesday, I met with WSF senior managers to talk about current issues facing the ferry system and the importance of this legislative session. I enjoyed the opportunity to answer questions and dialogue about issues critical to the future of the ferry system. I know these are difficult times for our staff and I want to provide as much information as possible.

2010 Ridership Statistics Available.

Ridership statistics for calendar year 2010 are available online at www.wsdot.wa.gov/ferries/traffic_stats. Overall ridership is down from 2009 by 1.3 percent. Reasons for this drop include a continued weak economy reducing passenger commuters by about 11 percent, a drop that more than offset gains in other ridership categories such as non-commuter passengers and vehicles.

Briefings with New Transportation Committee Members Continue

My briefings with new legislators to the House and Senate Transportation Committees continued this week. This is an opportunity to establish good lines of communication with new Transportation Committee members and for me to understand issues and concerns of members and to respond to any questions they may have. Given the challenging issues facing the committees this session, I want to ensure good communication between the Ferries Division and committee members.

Presentation to the Commission

I presented to the Washington State Transportation Commission on the ferry funding problem on Wednesday. This presentation was very similar to the one I gave to the House Transportation Committee last week, which is available at www.wsdot.wa.gov/ferries/weekly. I appreciated the opportunity to speak to this issue and answer questions from the Commission.

Meeting with the U.S. Coast Guard

On Wednesday afternoon, I met with U.S. Coast Guard Captain Ferguson. This was our regular meeting to talk about issues regarding ferry system operations. I also took this opportunity to review the funding crisis with Captain Ferguson.

WSDOT Senior Managers Meeting

I attended a WSDOT Senior Managers meeting on Thursday. We discussed the department's method of delivery, project legislative issues, and the Governor's 2011-13 transportation budget proposal.

Customer Compliment

I was very pleased to receive the following message from one of our customers this week and I would like to add my sincere thanks to our Customer Service and Revenue Control staff for the high quality of service they provide every day, year after year.

I want to pass on my gratitude, praise and congratulations for the impressive customer service that I've encountered from you all at the Washington State Ferries. In four years of ferry commutes I have had three occasions to turn to you for help. The first time I left my laptop computer on a ferry, the second time a ticket-taker

at a booth accidentally disposed of my multi-ride ticket and most recently I myself disposed of a brand new multi-ride Wave-to-Go ticket. All three times I was not aware of the mistake immediately so I ended up needing to contact your office after the fact. All three times I was helped by people whom I felt were capable and concerned to solve my problem. All three times I was happily surprised by the very quick response and successful solution. Your service has been an impressive contrast to long waits, recorded messages, fumbled efforts and repeated stories that are what I expect to encounter. Bravo, Well Done and Thank You. You have earned a strong fan.

Next Week:

- Continued briefings with Transportation Committee Members
- U.S. Coast Guard Executive Committee

David Moseley's weekly reports are available on the WSDOT Ferries Division website at www.wsdot.wa.gov/ferries/weekly.

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